

## **ABSTRACT -SABUJ**

This project was out of the necessity to address the inherent problems encountered by members of staff of Air Nigeria and their customers. The manual processes involved in the management of airline were critically examined and the flaws noted. The system so designed offers to a great extent, the solutions to these problems. The project went further to treat the different techniques used in implementing the newly designed software in order to facilitate a broader understanding of the designed software by any user. Airline reservation systems are used to maintain records of flight schedules and passenger reservations and seat assignments and ticket purchases. The modern airline reservation system also serves customer needs from beginning to end of each customer's reserved flight, therefore laying out management tasks for each flight.

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# **CHAPTER ONE**

## **INTRODUCTION**

### **1.0 Background of study**

Many people are travelling with airplanes, either as means of daily transportation to and from work or when going on vacation, to mention a few. To make reservations for such travels, airline companies' websites holds the functionality for the user to book a travel himself. A functionality which these websites lack is the option for the user to set up specific requirements for a travel, such as; minimal travel time or travel distance(Jarvenpaa L. S, 1996). The purpose of this project is to develop an easy-to-use airline reservation system, which accommodates these functionalities.

In addition, the system should also be of use for travel agencies. These should have the same functionalities in the system as the private users, but with the difference of also having a minimum spanning tree at their disposal, thus enabling them a greater understanding of the flight network.

Evolving from manual records and logs in the early 1930s, Airlines Reservations System (Arsanjani) is the improved, computerized feature of airline reservations(Winston, 1995). ARS helps in systematic and effective organization of bookings, prices, schedules and customer data. Airlines reservations system has today evolved into Computer Reservations System (CRS). ARS, when integrated with Global Distribution System (GDS), can be used by multiple distribution channels such as travel agencies, which can then use it for hotel rentals, flight booking, car hires as well as activities and tours via single system. ARS consists of several areas such as the inventory management, availability display and reservation and fare quotes and tickets. American Airlines introduced the first automated ARS called the Electromechanical Reservisor in 1946. It was followed by a new machine called MagnetronicReservisor. In 1959, to improve the existing Reservisor, an improved automated booking system called SABRE was introduced(Winston, 1995). Similarly, other airlines created their own systems for ticket booking and management. Today, many brands co-operate with the world airlines companies for user-friendly direct systems, increased productivity and efficiency. Some of the major ARS brands today are Abacus, Amadeus, Navitaire, Sabre and TravelSky.